



Design Sales Specialist – Arizona

Department: Sales **Reports to:** Department Lead

FLSA Status: Non-Exempt

Summary

This position's primary responsibility is to delight and educate guests during every interaction. This is accomplished with every customer by helping them find their inspiration through style, design, quality, and price and by building great relationships based on trust. Once this is accomplished we can meet their primary need while offering complementary products and services that complete their living spaces.

Our Design Specialists are a key value proposition to deliver the style and design components of our brand story. We expect our designers to use their design skills to meet the discerning taste of our most demanding guests through key value proposition elements designed to exceed their expectations.

Essential Duties and Responsibilities

- **Guest Engagement** – Greet and engage customers and execute sales proficiency using Living Spaces Guest Engagement Model and supporting behaviors.
- **Training** – Complete and demonstrate the ability to effectively execute to company expectations all new hire and ongoing training modules. This includes, but is not limited to the following:
 - Living Spaces Standard Operating Policies and Procedures (SOP)
 - Onboarding training modules, including completion of Learning Spaces courses
 - Guest Engagement Training
 - Department Selling Strategy Training
 - Product Knowledge Training
- **Store/Department Experience** – Ensure that the department is “Grand Opening” ready by completing the department's daily task list.
- **Design Center** – Set appointments with guests to custom design and room plan using the tools and resources of the center. Work with other Product Specialists to assist guests who value style and design, but who do not need our full design services.
- **Zoning** – Greet and engage guests within a designated zone unless directed to do otherwise by leadership.
- **Team** – Actively support and contribute to the department team, sales team, and store team with the goal of helping the entire team delight guests and achieve revenue targets.
- **SOP** – Adhere to all company standard operating policies and procedures.
- Complete other duties assigned at the discretion of management.

Education and Experience

- Associate's degree (A.A.) or certificate in interior design or visual communications from a two-year college or technical school.
- One year of interior design or related experience.

Talent Success Profile – Core Competencies

- Teamwork
- Passion/Drive
- Motivated

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